

SUBSTITUTE FORM PTO-1449  
(MODIFIED)U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.  
03058/004002

SERIAL NO.

INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT  
(Use several sheets if necessary)APPLICANT  
Daniel H. AbelowFILING DATE  
August 6, 1999

GROUP

(37 CFR 1.98(b))

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		PATENT NUMBER							ISSUE DATE	PATENTEE	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	4	8	1	6	9	0	4	3/28/89	McKenna et al.	358	84	
	AB	4	0	0	7	3	5	5	2/08/77	Moreno	235	61.7	
	AC	4	0	9	2	5	2	4	5/30/78	Moreno	235	419	
	AD	4	2	9	8	7	9	3	11/03/81	Melis et al.	235	487	
	AE	4	3	6	7	4	0	2	1/04/83	Giraud et al.	235	385	
	AF	4	5	3	9	4	7	2	9/03/85	Poetker et al.	235	488	
	AG	4	6	2	5	2	7	6	11/25/86	Benton et al.	364	408	
	AH	4	6	4	2	6	8	5	2/10/87	Roberts et al.	358	84	
	AI	4	6	7	7	6	5	7	6/30/87	Nagata et al.	379	63	
<i>AD</i>	AJ	4	7	4	6	7	8	7	5/24/88	Suto et al.	235	379	
	AK	4	7	4	9	9	8	2	6/07/88	Rikuna et al.	340	146.2	
	AL	4	9	9	2	9	4	0	2/12/91	Dworkin	364	401	
	AM	4	7	3	4	8	5	8	3/29/88	Schlaflly	364	408	

## FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

		DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY OR PATENT OFFICE	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AN							

## OTHER DOCUMENTS (Including Author, Title, Date, Place of Publication)

<i>AD</i>	AO	"America Online Expands Internet Access," Newsbytes News Network, 3/21/93.
<i>AD</i>	AP	Microsoft Press Computer Dictionary, Microsoft Press, page 41. 1994.
<i>AD</i>	AQ	Behavioral Techniques in Systems Development, MIS Quarterly, Mantel et al., 9/89.
<i>AD</i>	AR	Author Unknown, How to Use Your Computer to Effect Change, Compute V15, No3, pS7(2), 3/93.
<i>AD</i>	AS	Ubois, On-Line Problem Solving, MacWEEK, v7,n24, p16(2), 6/14/93.

EXAMINER

*Thomas A. Dixon*

DATE CONSIDERED

8/30/00

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		PATENT NUMBER							ISSUE DATE	PATENTEE	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	BA	4	7	5	2	6	7	7	6/21/88	Nakano et al.	235	380	
	BB	4	8	3	9	5	0	4	6/13/89	Nakano	235	379	
	BC	4	8	5	9	8	3	7	8/22/89	Halpern	235	380	
<i>D</i>	BD	4	8	6	6	8	7	6	9/19/89	Lessin et al.	235	492	
	BE	4	8	7	4	9	3	5	10/17/89	Younger	235	492	
	BF	4	9	8	8	9	8	7	1/29/91	Barett et al.	340	825.31	
	BG	5	0	1	9	6	9	7	5/28/91	Postman	235	441	
	BH	5	0	2	5	3	7	4	6/18/91	Roizen et al.	364	413.02	
	BI	4	9	7	5	8	4	1	12/04/90	Kehnemuyi et al.	364	401	
	BJ	4	6	0	3	2	3	2	7/29/86	Kurkland et al.	179	2	
	BK	5	0	2	3	4	3	5	6/11/91	Deniger	235	375	
	BL	4	8	5	1	9	9	9	7/25/89	Moriyama	364-705	401-30	
	BM	5	1	0	9	3	3	7	4/28/92	Ferriter et al.	364	401	
	BN	4	9	0	8	7	6	1	3/13/90	Tai	364	401	
	BO	5	0	4	1	9	7	2	8/20/91	Frost	364	401	
	BP	4	9	0	5	0	8	0	2/27/90	Watanabe et al.	348	13	
	BR	5	4	3	8	3	5	5	8/01/95	Palmer	348	13	
	BR	5	4	4	2	7	5	9	8/15/95	Chiang et al.	705	1	

## OTHER DOCUMENTS (Including Author, Title, Date, Place of Publication)

<i>D</i>	BS	LaPlante, Who Ya Gonna Call?, InfoWorld, v15, n21, pp:S83-S84+, 5/24/94.
<i>D</i>	BT	Yahoo Information Center, www.yahoo.com, unknown.
<i>D</i>	BU	AT&T, MCI to Release New Management Tools ("New Management Tools") Network World, January 17, 1994, p. 19, 1/17/94.
<i>D</i>	BV	Dialog Database IAC PROMT: Direct Dispatch Gives Businesses Software-Based Trouble Management System... ("Trouble Management System") PR Newswire January 24, 1994.

EXAMINER

*Thomas A. Dyer*

DATE CONSIDERED

*8/30/00*

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Substitute Disclosure Form (PTO-1449)



Substitute Form PTO-1449 (Modified)  <b>Information Disclosure Statement by Applicant</b> (Use several sheets if necessary)  (37 CFR §1.98(b))	Department of Commerce Patent and Trademark Office	Attorney's Docket No. 03058-004002	Application No. 09/369,391
	Applicant Daniel H. Abelow		
	Filing Date August 6, 1999	Group Art Unit 2761	

RECEIVED  
JUL 20 2000  
MAIL ROOM**U.S. Patent Documents**

Examiner Initial	Desig. ID	Patent Number	Issue Date	Patentee	Class	Subclass	Filing Date If Appropriate
<i>JD</i>	AA	4,964,077	10/16/90	Eisen et al.	364345	900-337	
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

**Foreign Patent Documents or Published Foreign Patent Applications**

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
<i>JD</i>	AL	406195162A	7/1994	Japan	✓	—		
<i>JD</i>	AM	WO 94/03865	17 Feb. 1994	PCT	—	—		
	AN							
	AO							
	AP							

**Other Documents (include Author, Title, Date, and Place of Publication)**

Examiner Initial	Desig. ID	Document
<i>JD</i>	AQ	"Marketing Management Analysis, Planning and Control, Fifth Edition" Philip Kotler, Prentice Hall Inc., 1984, pp. 340-343.
	AR	
	AS	
	AT	

Examiner Signature <i>Thomas A. Dyer</i>	Date Considered 8-30-00
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	